

Commonwealth of Virginia

Travel Program Administrator Guide



Welcome to the first Program Administrator training for the Travel Charge Card Program. This training is required to be taken annually by every Travel Program Administrator in the Commonwealth and can be used as a refresher during the year. All new Travel Program Administrator's must take this training. You will be provided with two codes in the presentation which you must email to the Department of Accounts in order to receive credit for taking the training. You will receive a confirmation email to keep on file to show proof of your training.

AGENDA

- ▶ Charge Card Administration Web Page
- ▶ Travel Program Administrator Duties
- ▶ Delegation of Authority Form
- ▶ Airline Travel Card
- ▶ GE MasterCard Customer Support
- ▶ GE NetService
- ▶ Management Reports
- ▶ Cardholder Resources and Benefits
- ▶ Frequently Asked Questions
- ▶ Resources

Today we are going to cover Program Administration and important tools available to manage a successful program at your agency, GE MasterCard Customer Service for the Commonwealth and how they can provide support to you; and NetService and SAM which is an online tool with various management reports available to you. We will also discuss tools available to your cardholders through GE NetService for cardholders which will assist them in a variety of ways. We have included several slides on frequently asked questions which you may encounter during the course of administering the program. Finally, we will close with resources available to you as the Agency Travel Program Administrator. Now lets begin.

Travel Charge Card Program Web Page



Travel Charge Card Program Web Page

- ▶ www.doa.virginia.gov
 - [Under Payroll Operations and Charge Card Administration](#)
 - [Then Charge Card Administration](#)
 - [Book mark this page for future reference](#)
- ▶ Areas of interest
 - [Travel Charge Card Policies](#)
 - ▶ Current CAPP Topic 20336, *Agency Travel Processing*
 - [Travel Charge Card Training](#)
 - ▶ All training related to the Travel Charge Card Program
 - [Forms](#)
 - ▶ Forms you will need as Program Administrator
 - [GE MasterCard Information](#)
 - ▶ Important information provided by GE MasterCard on the Travel Card Program

The Travel Charge Card Program was administered by the Department of General Services/Division of Purchase and Supply until April 2005, at which time, the Department of Accounts assumed responsibility for program administration. You can find the Travel Charge Card Program web page by going to DOA's website, click on Payroll Operations and Charge Card Administration, then to Charge Card Administration and finally on Travel Charge Card Program. It is suggested that you bookmark the page for future reference. The webpage has four main links which contain a variety of information you will use in fulfilling your role as a Travel Charge Card Program Administrator.

Travel Program Administrator Duties



Travel Program Administrator Duties

- ▶ Review card applications for validity
- ▶ Acquire a completed Employee Agreement form signed by the cardholder and supervisor
- ▶ Distribute to the employee the link for the Cardholder training on the Travel Charge Card web page and a copy of CAPP Topic 20336, *Agency Travel Processing*

Let's begin by reviewing your administrative duties as a Travel Program Administrator.

We will touch on these items briefly but you should review the CAPP Topic 20336 in depth for more detailed information on your duties and responsibilities.

The first responsibility is to verify the validity of a new card request. For individual travel cardholders, you need to make sure that the individual is required to travel overnight more than 2 times a year in order to justify issuing a Travel Card. For Airline Travel Cards, you need to make sure the individual is in a position where they will process multiple purchases for the agency or department. This card is to facilitate travel arrangements so that individual travel cardholders do not have to use their individual travel card for the airline purchase and not be reimbursed until they have completed their travel, which can be months later.

It is also your responsibility to ensure that every cardholder has signed an Employee Agreement along with their supervisor. There is an employee agreement for individual cardholders and a separate one for the Airline Travel cardholders. It is suggested a new Agreement is completed annually to enforce employee recognition of the rules regarding Travel card usage.

Also, provide each cardholder with a copy of CAPP Topic 20336, and ensure the cardholder takes the online training available on the Travel web page. This training reviews the Travel Charge Card rules. Each cardholder will be prompted to email you with a password provided in that training. You should print a copy of the email and file along with the Employee Agreement.

Program Administration Duties (continued)

► Monitoring

■ Delinquent Payments

- Accounts that are more than 30 days past due

■ Inactive Cards

- Accounts that have not had any activity in 12 months

■ Inappropriate purchases

- Using the card for personal expenses

As Program Administrator, one of your prime responsibilities is to monitor travel card usage for compliance with established policies and procedures.

For both individual travel cards and Airline Travel cards, the balance due on each card is required to be paid in full each month. There should not be any past due accounts. If an individual travel cardholder account is past due, contact that cardholder and remind them payment in full is required. If any account is 60 days or more past due, cancel the account. If you continually monitor your accounts, stay on top of any past due balances and cancel cards at 60 days past due, you will avoid being reported in the Quarterly Report for delinquent Travel Cards.

Cards with no activity over the prior year (12 months) is an indicator that the individual may no longer need their card. Therefore, it should be cancelled. Remember, the travel card is for anyone traveling overnight two or more times a year.

Inappropriate uses can easily be monitored by scanning your cardholders transactions. You will be amazed at how simple it is to pick out transactions that may be questionable. Questionable transactions should be discussed with the cardholder. If they are found to be inappropriate, the cardholder should be warned and their supervisor notified. Remember, it is your responsibility to cancel a card when you feel a cardholder is abusing the card privileges. Even though this card is based on the employee's personal credit, they are not allowed to use it for personal purchases, even if they pay the full amount due each month.

GE MasterCard offers a variety of reports which will assist you in monitoring your accounts. We will discuss them later in this training.

Program Administrator Duties (continued)

► Training

■ Program Administrators

- All Program Administrators are required to take the training annually, email DOA and file the confirmation email from DOA.

■ Supervisors

- All Supervisors/Reviewers of Airline Travel Cards are required to take the training annually.

■ Cardholders

- You are required to ensure that all your cardholders have been adequately trained on the Program using the Cardholder training on the web page.

Training is a crucial part of your responsibilities and we are committed to giving you ample training as the Program Administrator. You are required to take this training annually and to follow the procedures in the presentation to receive credit for taking the training. A confirmation email will be sent back to you for your files as proof you took the required training.

Supervisors/Reviewers of all Airline Travel cardholders must take the Supervisor/Reviewer Training on the DOA website to ensure the staff is aware of their responsibilities as the Supervisor/Reviewer of the Airline Travel Log that they must review and sign off on each month.

Cardholder training is also a part of your responsibility as the Program Administrator. DOA has developed online cardholder training for your cardholders. The format is the same as this training. The cardholder simply needs access to a computer with speakers to take the training. You must maintain documentation in your files to show that each cardholder has received training. DOA will be requesting agencies to complete a cardholder training certification form.

Program Administrator Form



New Program Administrator form

Program Administrator Form

- ▶ This is the form used to designate your Agency Travel Program Administrator (TPA) & Backup Program Administrator
- ▶ Each agency is required to complete a form whenever there is a change in Program Administrator's or their contact information (i.e. name change, email, phone, etc.)
- ▶ This form is located on the Charge Card Administration web page under Forms
- ▶ Ability to apply for new cards will be suspended until new PA form is received

We have a new Program Administrator form for the Travel Charge Card Program to ensure that we have current up to date information regarding each agency's program management. Completing a Program Administrator form ensures that you receive any new updates and information regarding the travel charge card program. It is imperative that a new Program Administrator form is completed anytime there is a change in program administrator's or with your contact information. This is the only way we have to keep our Contact database up-to-date. This form can be found on the Charge Card Administration web page under the section entitled Forms. If your agency's Program Administrator form is not current with DOA, your agency's ability to apply for cards, access reports, etc will be suspended.

GE MasterCard Team



GE MasterCard Team

COV Dedicated Resources

- ▶ COV Dedicated Account Team
 - GE MasterCard National Account Manager for the Small Purchase Charge Card & Gold Card
 - ▶ Nancy Alund
 - Email: nancy.alund@ge.com
 - ▶ General GE MasterCard Questions
- COV Dedicated Customer Service Representatives for PA's
 - ▶ Phone: 866-843-1368
 - ▶ Email: cov.crr@ge.com

As you manage your agency's Travel Card Program, a team of experienced GE MasterCard Representatives will work with you every step of the way. The Commonwealth has a dedicated Account Manager with GE MasterCard. Her name is Nancy Alund. She can be contacted for general information about GE MasterCard. GE MasterCard also has additional dedicated team members for the Commonwealth that work with DOA and Nancy to assist you.

The Commonwealth has a team of Dedicated Customer Service Representatives in the Salt lake City office for Program Administrator's. They are available Monday through Friday 8 a.m. to 5 p.m. They can assist you with day to day GE MasterCard issues or questions. After hours, you can still call the same number and a representative will assist you.

NetService and SAM



NetService and SAM

NetService and SAM

- ▶ Provides Travel Program Administrators with an online solution to administer accounts and obtain information
 - **System Requirements:**
 - ▶ Accessible via the Internet
 - ▶ Web browser version 4.0 and higher
 - ▶ 128 bit encryption

GE NetService and SAM are online program management tools which allow you to conduct most of your daily administrative functions as well as providing access to your reporting needs.

In order to access this platform, you must have internet access, your browser must be 4.0 or higher and have 128 bit encryption.

Now we will go into more detail on what you can do online....

Online Program Management

- ▶ Change Limits
- ▶ Cancel Cards
- ▶ Inactive cards
- ▶ Change an Address
- ▶ Suspend a Card
- ▶ View a Cardholder's charges

You have the ability to change card limits online. Card limits can be increased or decreased on a temporary or permanent basis. The limit functionality allows you access to card limits, both transaction and monthly, in order to maintain control over changing business needs.

Cancellation of accounts can be done online and are effective immediately.

Account activity should be reviewed monthly. Inactive cards can be identified in SAM by running a report. Any account that is inactive is considered a fraud risk and should be cancelled.

Address changes can be done by you at the administrative level depending on agency policy. However, Travel Card bills should always be mailed to the cardholder's home address.

Cards can be suspended by you online. This is a great tool to put a hold on a card that you see is being inappropriately used or the cardholder is going away for an extended period of time for extra security.

From time to time the need may arise for you to view a cardholder's charges. This can be done online through SAM. You may look at and view any of your cardholder's charges.

Management Reports



Management Reports

Management Reports

- ▶ Reports are accessible via SAM with completion of a PA form or SAM Request Form for non-PA's
 - Delinquency History
 - Cardholder Listing
 - Cardholder Activity

As the Travel Program Administrator, you will have access to several standard reports. Additional reports can also be created based on query functionality.

The delinquency history report can be used to track delinquent accounts and frequency of delinquency. This report shows delinquencies at different intervals. For example, 30, 60, 90, 120 days, etc.

The cardholder listing report is an excellent resource to verify who has a card and the associated account information in one report.

The cardholder activity report lists all transactions for that month made by all your cardholder's. This should be reviewed monthly for compliance with established policies and procedures.

We will now go into more detail for each of these reports.

Delinquency Reports

- ▶ Tool for delinquency management
 - Lists all delinquent accounts
 - ▶ Displays number of times accounts are past due
 - ▶ The outstanding balances at multiple intervals
 - Review high-balance accounts for out-of-pattern spend, infrequent reporting of expenses, etc.
 - Pinpoint specific accounts to review and focus on

The 45 Day Delinquency report, located under the Cardholder folder in reporting, provides detailed information for use in monitoring your agency's card activity. It shows the account status (current and delinquent), any outstanding balances, and the delinquency interval (30, 60, 90, 120 days, etc.) Any delinquencies should elicit communication with the cardholder reminding the individual that timely payment in full is required. Additionally, as a Program Administrator, you should review the data to identify questionable balances and activity for a more detailed review.

Cardholder Listing Report

- ▶ Provides a listing of all Cardholders
 - Provides address information
 - Phone Numbers
 - Limits

The Cardholder Listing is a great reference for administering your agency's travel card program. It lists every card for your agency and all the pertinent information associated with each card, such as addresses, phone number and limits.

Transaction Detail Report

- Displays all charge activity for the month at the Cardmember level.
 - Useful audit tool to monitor spending and/or policy compliance
 - Secret word #1 - Exceptional

The Activity report is your monthly transaction report. It is sorted by card holder and has totals at the end of the report. It is an excellent tool to ensure compliance monitoring the card is being used for Business expenses and not for personal use. For example, if you see a cardholder who only has one charge for the month and it is for Rite Aid, then most likely it is not a valid State expenditure. This situation would warrant contacting the cardholder and their supervisor to ask for more information on the charge to verify its validity. If they admit it was for personal use, you need to remind the cardholder of the statements found on the Employee Agreement they signed and the guidance provided in the Travel Cardholder training. Additionally, you should review the CAPP topic with them again.

Cardholder Resources & Benefits



We will now begin to discuss resources your cardholders have by holding an GE MasterCard Travel Card.

GE MasterCard Cardmember Monthly Statement

- ▶ Cardmember Monthly Statement
 - Account Number and Name
 - Account Balance
 - ▶ Current and past due balances
 - New charges and other account debits
 - Payments received and other account credits

Each cardholder receives a monthly statement itemizing their charge activity for the billing period and the total amount due. The bill is payable upon receipt. Cardholders are to pay the full amount due each month regardless of the status of any requested travel reimbursements. Cardholders who are enrolled in NetService for Cardholders, can print an official statement from online. Otherwise, cardholders will receive a paper bill in the mail at the address on file. It is critical that cardholders keep their address current with GE MasterCard. If a cardholder does not receive their statement, they must immediately contact GE MasterCard. Cardholders should be highly encouraged to enroll in NetService for cardholders so that statements which are not received timely through the mail can be accessed online. The billing statement will identify demographic information as well as current and past due amounts, payments received, and other credit or debit items.

GE MasterCard NetService for Cardholders

- ▶ Must be established by cardholder
- ▶ Access account information 24 hours a day, 7 days a week
- ▶ Track current transactions
- ▶ Review last 12 months of statements
- ▶ Print and/or download statement information in excel format

GE MasterCard's NetService for cardholders is an online account management tool is available for your cardholders to do exactly that; manage their own travel card accounts. It allows them the capability to print and/or download their statement information in an excel format (for up to 12 months). The website is available 7 days a week 24 hours a day. All cardholders should be highly encouraged to register for this tool.

GE MasterCard NetService for Cardholders (continued)

- ▶ Payment Options
- ▶ File a Dispute

Cardholders have the ability to elect to have an electronic payment of your balance made via a variety of methods. This is a fast, safe and effective way for them to make their payments. You can also file a dispute online 24 hours a day 7 days a week. This is the preferred way for cardholders to file a dispute.

GE MasterCard NetService for Cardholders (continued)

- ▶ How to Enroll?
 - Cardholders may enroll via GENetService.com
- ▶ Detailed step by step procedures for enrollment are available in the NetService for Cardholder training on DOA's website.

A step by step guide is also available on the Travel Charge Card web page under GE MasterCard information.

Cardmember Benefits

- ▶ Convenience
- ▶ 24-hour toll-free access to Customer Service
- ▶ Online Account access
- ▶ Worldwide Travel Service Offices
- ▶ Global Assist® Hotline for emergency medical and legal referrals worldwide

As a Commonwealth of Virginia employee who travels on official State business they are offered many advantages and benefits. If you have any questions, or need additional information in regards to these benefits and services please refer to the cardholder benefits documented on the website under GE MasterCard information.

Cardmember Benefits (continued)

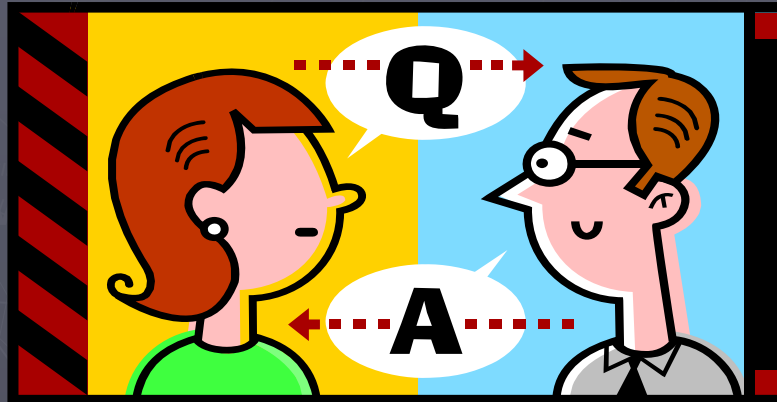
- ▶ Business Travel Accident Insurance
 - \$200,000 door-to-door
- ▶ Baggage Insurance
 - \$500 checked, \$1,250 carry-on
- ▶ Car Rental Loss & Damage Coverage
 - up to \$50,000 coverage for \$4 per rental
 - Must sign up for this with GE MasterCard

Here are some additional benefits GE MasterCard provides to your Travel cardholders.

Travel accident insurance, Baggage Insurance and car rental insurance.

Detailed Information on the insurance coverage is provided on the Travel Charge Card web page under GE MasterCard information.

Frequently Asked Questions



Now we will review some frequently asked questions. If there is a question that is not addressed, please feel free to contact us at cca@doa.virginia.gov

Frequently Asked Questions

- ▶ When is payment due for Travel Charge Card charges?
 - Full payment is due upon receipt of the monthly billing statement.

When the cardholder receives their bill it is due in full immediately. If payment is not received by the next cycle cut it will be considered 30 days late. For example, if a cycle closes on the 15th of June, then payment is due within 30 days; therefore, the payment would need to be received by GE MasterCard no later than the 15th of July. Cycle cuts are approximately the 15th of each month; however this may vary by month due to some months having 31 days and the accounts are on a 30 day cycle. A detailed schedule of the cycle cuts is available on the website under GE MasterCard information.

Frequently Asked Questions

- ▶ What happens when a Travel Card account becomes delinquent?
 - Delinquency may result in the suspension or cancellation of the Travel Card.

When a Travel card becomes delinquent, charging abilities are suspended and is at risk for cancellation at 60 days past due. If you have a cardholder whose account has been suspended due to delinquency, in order to re-instate it, you as the Program Administrator first need to assess whether or not they have made their account current and the reason for delinquency. If the delinquency appears justified, for example due to an extended leave from the country, you can request that the card be re-instated with GE MasterCard. GE MasterCard, has the final decision as to whether or not the card will be re-instated. Remember, absence of a travel reimbursement payment is not considered a justifiable delinquency.

Frequently Asked Questions

- ▶ Can I reinstate a cancelled account?
 - Account cancelled by agency
 - ▶ Contact GE for reinstatement
 - Account cancelled by GE MasterCard
 - ▶ Require DOA approval

If a card was cancelled by the agency, you can re-instate the card by contacting GE MasterCard. Please make sure that the cardholder is aware that they must make the full payment each month regardless of the status of their travel reimbursement. If GE MasterCard cancelled the account, you must contact DOA to determine if justification exists for card issuance.

Frequently Asked Questions

- ▶ How long does it take for GE MasterCard to process a Travel Charge Card application?
 - Normal processing time for an application is seven to ten days after its receipt.

If a card application is submitted via a Turbo File or specially designed Excel spreadsheet, it is immediately placed in the GE MasterCard approval system. A card would be expected to be received within 10 days.

Frequently Asked Questions

- ▶ How does a Cardmember report that a billing statement has not been received?
 - Cardmembers should call 866-834-3227 immediately or they may sign on to the GE NetService for Cardholders online and print the online statement.

If a cardmember does not receive their paper statement, they must contact GE MasterCard immediately. They should verify that the address on file is correct. They can request a replacement statement, but that may take up to 14 days. This is why we highly suggest that all cardholders be enrolled in GE NetService for cardholders. They can log on and print their statement as well as make a payment online if they so choose.

Frequently Asked Questions

- ▶ What should a Cardmember do if their Travel Charge Card is lost or stolen?
 - Call 866-834-3227 immediately to report the loss and arrange for a replacement Card
 - Contact their Program Administrator immediately

If a card is lost or stolen, it is critical that the cardholder immediately contact GE MasterCard to reduce the risk of fraud activity on the account. The cardholder should also contact you, the Program Administrator, after calling GE MasterCard. If fraud is suspected on an account, the cardholder should notify GE MasterCard immediately, then contact you, the Program Administrator. Make sure the cardholder knows to record the case number for the reported fraud. This number makes it easier to reference the claim and get updates on the fraudulent activity.

Frequently Asked Questions

- ▶ Can Cardmembers have one NetService for Cardholders account for both the Purchasing Card and the Travel Account?
 - Yes, a cardholder may have both accounts under one profile
 - Details are provided in the NetService for Cardholder training.

Cardholders who hold both a Purchase Charge Card and Travel Card can have access to both of these accounts under one login. They will be able to view travel and purchasing cards they may have using the same user name. Details are provided in the NetService for Cardholder training on the website under GE MasterCard information.

Frequently Asked Questions

- ▶ I need a special report. What do I do?
 - You can develop your own report using the Query functionality.

If you have a special report need you can create your own report using the SAM query functionality.

Resources



Resources

Program Administrator Resources

- ▶ DOA's Dedicated Program Analyst

- Phone: 804-371-4350
- ▶ cca@doa.virginia.gov

- ▶ GE MasterCard Dedicated Customer Service Representatives

- Phone: 866-843-1368
- ▶ Cov.crr@ge.com

The two main contacts for the Travel Charge Card Program for Program Administrators are Danita Barnes at the Department of Accounts and GE MasterCard.

Program Administrator Resources (continued)

- ▶ Travel Charge Card web page
 - Under DOA, Payroll Operations and Charge Card Administration
 - http://www.doa.virginia.gov/procedures/Payroll/Charge_Card_Administration/TCC/TravelChargeCardProgram.htm

Cardholder Resources

- ▶ GE MasterCard Customer Service
 - 866-834-1327
- ▶ GE NetService for Cardholders
 - www.genetservice.com

Travel cardholders have additional GE MasterCard resources available. The service numbers shown here.



You have completed the Annual
Travel Program Administrator
Training.

Please send an email to
cca@doa.virginia.gov
with your second secret word -
Perception.



You have now completed your online annual training. Please send an email to the Travel account at DOA at the email listed with the 2 secret words presented in this presentation. You will receive an acknowledgement for your files. Please maintain this email as documentation of completing the annual training.